



# Policy: Fees

This policy outlines Platinum Certification AQA Pty Ltd's approach to the invoicing and payment of fees related to accreditation, certification, and audit services. It ensures compliance with ISO/IEC 17065:2012 Clause 4.6(b) and relevant JAS-ANZ requirements, promoting fairness, transparency, and non-discriminatory practices in the management of fees.

This policy applies to:

- All fees payable by Platinum Certification AQA to JAS-ANZ
- All fees charged to clients for certification services, including audits, application processing, and administration

## Policy Statement

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Platinum Certification AQA is committed to:

- The prompt and equitable payment of all accreditation and certification-related fees
- Transparent, professional, and fair invoicing practices to all clients
- Ensuring non-discriminatory treatment of clients in all fee-related matters

## JAS-ANZ Accreditation Fees

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Platinum Certification AQA will pay fees as outlined by JAS-ANZ, including:

- Application Lodgement Fees
- Application Assessment Fees
- Annual Accreditation Body Fees
- Certification Activity Fees
- Fees for Unscheduled Services

## Payment Terms

- All JAS-ANZ invoices must be paid within 30 days of the invoice date



- Non-payment consequences:
  - **>30 days:** Suspension of non-essential work (e.g., scope extensions, assessments)
  - **>45 days:** Grounds for suspension of accreditation
  - **>60 days:** Grounds for cancellation of accreditation

## Exceptional Circumstances

In the event that payment cannot be made within 30 days, the CEO will contact JAS-ANZ within 7 days of the due date to explain the circumstances and propose a resolution.

## Client Fees and Invoicing

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### Invoicing Practices

- Clients will be invoiced as soon as practicable prior to the scheduled commencement of any audit
- Payment is due **7 days before** the audit date
- No audit or certification work will commence unless fees are paid in full, unless prior written agreement is in place

### Quotes and Fee Transparency

- Clients may request a no-obligation free quote
- Quotes will be valid for 30 days
- All quotes will use plain English and clearly itemize service components and associated fees

### Fee Components

Clients may be invoiced for the following services as applicable:

- Application Fees
- Administration Fees
- Audit Services, including:
  - Document Review
  - Stage 1 Audit
  - Stage 2 Audit
  - Surveillance Audit
  - Reassessment (including for non-conformities)



- Unscheduled Audits
- Auditor Travel and Accommodation (if applicable)

## Non-Payment Consequences

If payment is not received at least five (5) business days prior to the first dates of a scheduled Audit:

- All services will be placed on hold
- If auditors have been scheduled, the client may be liable for non-refundable costs (e.g., travel or time)

## Flexible Payment Arrangements

- Clients experiencing financial hardship may request alternative payment terms
- All such requests must be submitted at least 10 days prior to the audit
- Any flexible arrangement must be assessed for risk and approved in writing by the CEO
- Platinum Certification AQA Pty Ltd offers a Payment Plan schedule which allows periodical payments to be paid over a set period of time.

## Review and Compliance

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This policy is reviewed by senior management to ensure it remains aligned with ISO/IEC 17065 and JAS-ANZ requirements.